

MDA Field Evaluation Worksheet Marking Instructions For Standardization



Michigan Department of Agriculture
Food and Dairy Division

MDA Field Evaluation Worksheet
Report Marking Instructions for Standardization
2005 Food Code
2005 Food Code, Annex 5, Part 4 (A-H) References

INTRODUCTION

The MDA Field Evaluation Worksheet (FEW) was patterned after the FDA Assessment of Training Needs (ATN) guidance document, which is one of the requirements for the National Retail Regulatory Program Standard #2. FDA, in conjunction with the Conference on Food Protection, created the ATN in order to establish a structured approach for field training of regulatory retail food program evaluators with the intention of providing a continuous improvement component to the training process.

The FEW form is designed to enable the Candidate to demonstrate a consistent pattern of behavior important for conducting effective regulatory retail food program evaluations. In addition the FEW will help the Standard evaluate the Candidate's application of the risk-based inspection process, their communication skills, and use of inspection equipment.

Incorporating the FEW into the MDA Standardization training process will provide a standard of competency and help make the process more objective and consistent. This worksheet is intended to be a tool for evaluating the Candidate's overall inspection approach and to provide the Candidate with opportunities for improvement. In addition, local health department administration and food program staff will find that the use of the FEW will enhance quality improvement and prepare them for Option 2 of Accreditation.

For this document, the Candidate is the nominated local health department, food service inspector; and the Standard is the FDA Certified Food program Inspection/Training Officer conducting the MDA Standardized Training exercise.

COMMUNICATION

To be an effective communicator, the Candidate is expected to ask questions relative to the flow of food through the establishment, preparation and cooking procedures, employee health, and normal everyday operation of the facility (i.e., GRPs). Response statements made by the person in charge (PIC) or food employees should be used to support or augment direct observations. When observations are made while a food is undergoing a process (i.e., cooling and reheating), the Candidate should ask the PIC or food employees questions to support the actual observations and determine Food Code/Food Law compliance.

To clearly demonstrate knowledge of risk factors, interventions, and GRPs, the Candidate must relay observed compliance, as well as deficiencies, to the Standard. Without this communication, it would be difficult for the Standard to determine if the Candidate has demonstrated competency.

GUIDELINES FOR DETERMINING CANDIDATE'S COMPETENCY

YES/NO

The Candidate's knowledge is demonstrated by both direct observations and supportive questioning. To mark a **YES** under Competency Demonstrated, the Candidate must verify risk factors, interventions, and GRPs not only by observation, but also through questions asked about procedures, practices, and monitoring. A Competency Demonstrated will be marked as **NO** if:

- An observation is missed by the Candidate (i.e., no cooking temperatures were taken of food cooked and served during the accreditation exercise).
- The procedure is not being performed at the time of the evaluation and no line of questioning is conducted to determine compliance (i.e., reheating is performed by the food service establishment but not during the evaluation and questions on procedures for reheating are not asked by the evaluator).
- The procedure is being performed at time of the evaluation and observed as a possible violation, but the Candidate does not determine the root cause in order to verify which food code section to cite.

No Opportunity to Demonstrate Competency

No opportunity to demonstrate competency during the standardization exercise will only be marked if the establishment never performs the procedure or process. For instance, if the food service establishment is only a cook-serve establishment, processes such as hot-holding, cooling, and reheating for hot-holding are not performed; therefore these items would be marked as No Opportunity to Demonstrate Competency.

Field Evaluation Worksheet Competency Guidelines

The Standard will complete an FEW following the Candidate's first inspection which will be used to provide the Candidate with feedback for areas of improvement. An FEW will then be completed by the Standard for the Candidate's last inspection and the Candidate shall obtain at least 80% competency in each of the four sections. The following guide lines will be used to determine the Candidate's competency in each of the FEW categories.

I. Pre-Inspection

(A) Equipment and Forms

1. Necessary inspection forms and administrative materials.

This item to be marked "Yes or No" based on the following observations:

- a. The Candidate is using either an approved inspection form or an approved software program for entry of inspection reports that identifies risk factors and interventions.
- b. Candidate has access to a copy of Food Code, Food Law, Risk Control Plan, and if applicable, the agency's enforcement guide.

2. Calibrated thermocouple temperature measuring device.

This item to be marked "Yes or No" based on the following observations:

- The Candidate provides documentation that food temperature measuring devices have been calibrated in accordance with manufacturer's specifications as necessary to ensure their accuracy.

3. Maximum registering thermometer or temperature sensitive tapes for verifying hot water ware washing final rinse temperatures.

This item to be marked "Yes or No" based on the following observations:

- The Candidate has in their possession a maximum registering thermometer or temperature sensitive tapes for verifying hot water ware washing final rinse temperature.

4. Chemical test kits for chlorine, iodophor, and quaternary ammonia sanitizers; flashlight; alcohol swabs.

This item to be marked "Yes or No" based on the following observations:

- The Candidate has in their possession, prior to the inspection, chemical test kits for chlorine, iodophor, and quaternary ammonia sanitizers, working flashlight, and alcohol swabs.

(B) File Review

1. Reviewed previous inspection report noting documented out of compliance observations, enforcement, variances, or HACCP.

This item to be marked "Yes or No" based on the following observations:

- The Candidate has completed a paper/electronic file review for repeated violations, previous enforcement action, variances, or HACCP.

2. Reviewed establishment file for complaint reports.

This item to be marked "Yes or No" based on the following observations:

- The Candidate has completed a paper/electronic file review for any previous complaints relative to the food service operation.

II. Inspections, Observations, and Performance

(A) Evaluation Introduction

1. Verbally provide name and agency to person in charge.

This item to be marked "Yes or No" based on the following observations:

- The Candidate has provided a form of identification stating their name and what agency they are from to the person in charge, i.e. an employee ID, badge, or business card.

2. Stated the purpose of the visit. Requests and confirms permission to conduct inspection from the person in charge prior to initiating the inspection.

This item is to be marked "Yes or No" based on the following observations:

- The Candidate explained to the person in charge, why they are visiting their establishment on that day. Examples might include a routine inspection or complaint investigation.

(B) Laws and Regulations

1. Verified the correct critical limit and/or standard specified in the jurisdiction's rules/regulations as to the observation made.

This item is to be marked "Yes or No" based on the following observations:

- Mark "Yes" if the Candidate has an understanding of the jurisdiction's rules/regulations (example: 2005 Food Code) and can apply the standards to observations made at the establishment. For example, the Candidate should know it is a violation of the 2005 Food Code if they observe PHF/TCS food holding at 120°F instead of the required 135°F. And, if they are not sure what the critical limits or standards are, they are able to find that information.

2. Correctly cited the rule/regulation for each out of compliance observation.

This item is to be marked "Yes or No" based on the following observations:

- The Candidate selected the correct reference number from the appropriate rule/regulation for the observation made at the establishment.

(C) Risk Based Inspection/Active Managerial Control

1. Verified demonstration of knowledge of the person in charge.

These items are to be marked "Yes or No" based on the following observations:

a. PIC present.

Determined presence of PIC: the person responsible for monitoring and managing shall be immediately available and knowledgeable in operational procedures and Food Code/Food Law requirements.

b. Demonstration of knowledge.

Determined that the PIC meets at least one of these three criteria:

- Certification by an ACCREDITED PROGRAM per §2-102.20.
- Complies with this Code by having no violations of critical items during the current inspection.
- Correctly responded to the inspector's questions regarding public health practices and principles applicable to the operation.

NOTE: In lieu of a certification the Candidate should assess the PIC's knowledge by asking open-ended questions that would evaluate the PIC's knowledge in each of the areas enumerated in §2-102.11(C). Questions can be asked during the initial interview, menu review, or throughout the inspection as appropriate. The Candidate should ask a sufficient number of questions in order to make an informed decision concerning the PIC's knowledge of the Code requirements and public health principles as they apply to the operation.

c. PIC duties.

Determined if the PIC is ensuring that employees are complying with the duties listed in §2-103.11.

NOTE: Since marking this item out of compliance requires judgment by the evaluator, it is important that this item not be marked for an isolated incident, but rather for an overall evaluation of the PIC's ability to ensure compliance with the duties described in §2-103.11.

2. Verified the restriction or exclusion of ill employees.

This item is to be marked "Yes or No" based on the following observations: The Candidate determined whether or not the PIC:

- a. Is aware of the requirement for employees to report specific symptoms and diagnosed illnesses, and knows what the symptoms and illnesses are (i.e., having it posted-§2-201.11).
- b. Can convey knowledge of an employee health policy or have access to an employee health policy (written not required), and identify what actions are necessary when an employee does report symptom or diagnosed illness, (§2-201.12).
- c. Is aware of requirements covering an employee returning to work (§2-201.13).

NOTE: The policy must reflect the current Food Code provisions. Verbal communication of the employee health policy must be specific to the types of illnesses and symptoms that require reporting. Nonspecific statements such as "sick or ill employees are not allowed to work," do not fully address the employee illness requirements of §2-201.12. Further questioning would be warranted.

3. Verified the availability of a consumer advisory for foods of animal origin served raw or undercooked.

This item is to be marked "Yes or No" based on the following observations:

- a. Determined whether raw or undercooked foods are served or sold routinely or seasonally.
- b. Determined that a consumer advisory with a disclosure and reminder is present as specified under § 3-603.11 of the Food Code or as stated in the Michigan Food Law 2000, as amended.

4. Verified approved food sources (e.g., food from regulated food processing plants; shellfish documentation; wild game and mushrooms, game animal processing; parasite destruction for certain species of fish intended for raw consumption; receiving temperatures).

This item is to be marked "Yes or No" based on the following observations:

- a. Determined that all foods are from a regulated food processing plant or other approved source (no home prepared items).
- b. Determined that foods are received at proper temperatures, protected from contamination during transportation, and received safe and unadulterated.
- c. Determined if any specialty food items are served or specialty processing is done(i.e., wild game or mushrooms, game animal processing, and parasite destruction).

NOTE: Include questions on segregation of distressed products, temperature monitoring, and how receiving procedures meet Food Code requirements.

5. Verified cooking temperatures to destroy bacteria and parasites.

This item is to be marked "Yes or No" based on the following observations:

- a. Every effort should be made to assess the cooking temperatures of a variety of products served in the food establishment.

- b. Determined if PIC and employees know and are following proper cooking time and temperature parameters (include microwave cooking requirements).
- c. Determined the presence of required thermometers and their proper use.

NOTE: The Candidate should involve the PIC and/or employees in this verification process in order to determine compliance with cooking time/temperature requirements (i.e., having the PIC take the temperatures). Observations need to be supported by proper questioning.

6. Verified reheating temperatures of TCS food for hot holding.

This item is to be marked "Yes or No" based on the following observations:

- a. Determined which foods are reheated for hot hold.
- b. Determined how reheating is done (include reheating in microwave) and if employee and PIC are knowledgeable of required parameters.
- c. Assessed temperature of foods being reheated when possible.

NOTE: If items are found "reheating" on the steam table, further inquiry is needed to assess whether the equipment in question is capable of reheating the food to the proper temperature within the maximum time limit. If an operation does not re-heat for hot hold, then this category would be marked as No Opportunity to Demonstrate Competency.

7. Verified cooling temperatures of TCS food to prevent the outgrowth of spore-forming or toxin-forming bacteria.

This item is to be marked "Yes or No" based on the following observations:

- a. Determined types of foods that are cooled.
- b. Determined procedures for meeting required cooling parameters.
- c. Determined if procedures are being followed (i.e., methods and monitoring) and employee's and PIC's knowledge of cooling requirements.
- d. Determined food temperatures when possible.

NOTE: Problems with cooling can often be discovered through inquiry alone. Even when no cooling is taking place, inspectors should ask the food employees and managers questions about the cooling procedures in place. Due to the time parameters involved in cooling, inspectors should always inquire at the beginning of the inspection whether there are any products currently being cooled. This provides an opportunity to take initial temperatures of the products and still have time to re-check temperatures later in the inspection in order to verify that critical limits are being met. Information gained from food employees and management, in combination with temperature measurements taken, should form the basis for assessing compliance of cooling during an inspection.

8. Verified cold holding temperatures of foods requiring time/temperature control for safety (TCS food), or when necessary, verified that procedures are in place to use time alone to control bacterial growth and toxin production.

This item is to be marked "Yes or No" based on the following observations:

- a. Determined compliance by taking food temperatures in multiple cold holding units.

- b. Evaluated operational procedures that are in place to maintain cold holding requirements (i.e., monitoring of food and ambient temperatures of equipment by the operator).
- c. If time alone is used, reviewed written policy and determined that policy meets requirements of the Food Code and is being followed.

9. Verified hot holding temperatures of TCS food or when necessary, that procedures were in place to use time alone to prevent the outgrowth of spore-forming bacteria.

This item is to be marked "Yes or No" based on the following observations:

- a. Determined compliance by taking food temperatures in multiple hot holding units.
- b. Evaluated operational procedures that are in place to maintain hot holding requirements (i.e., monitoring of food and ambient temperatures of equipment by the operator).
- c. If time alone is used, reviewed written policy, determined that policy meets requirements, and is being followed.

Note: *If the establishment is using time as a public health control for hot and/or cold holding this item should only be marked once if it is missed by the Candidate.*

10. Verified date marking of ready-to-eat foods TCS food held for more than 24 hours.

This item is to be marked "Yes or No" based on the following observations:

- a. Determined those foods requiring date marking.
- b. Evaluated whether the system in place to control for *L. monocytogenes* meets the intent of the Food Code and is being followed.

NOTE: With exceptions, all ready-to-eat, potentially hazardous foods (TCS foods) prepared on-site and held for more than 24 hours, items should be date marked following the establishments policy to indicate the day or date by which the foods need to be served or discarded.

11. Verified food safety practices for preventing cross-contamination of ready-to-eat food.

This item is to be marked "Yes or No" based on the following observations:

- a. Determined proper separation of raw animal foods and ready-to-eat foods from each other by cooking temperature.
- b. Evaluated practices to eliminate the potential for contamination of utensils, equipment, and single-service items by environmental contaminants, employees, and consumers.
- c. Evaluated food storage areas for proper storage, separation, segregation, and protection from contamination.

12. Verified food contact surfaces are clean and sanitized, protected from contamination from soiled cutting boards, utensils, aprons, etc., or raw animal foods.

This item is to be marked "Yes or No" based on the following observations:

- a. Evaluated food-contact surfaces of equipment and utensils to verify that these are maintained, cleaned, and sanitized.

- b. Assessed how utensils and cookware are washed, rinsed, and sanitized.
- c. Evaluated type of sanitizer, concentration, proper use, and use of chemical test strips.

13. Verified employee hand washing (including facility availability).

This item is to be marked "Yes or No" based on the following observations:

- a. Evaluated proper hand washing method, including appropriate times.
- b. Evaluated location, accessibility, and cleanliness of hand wash sinks.

14. Verified good hygienic practices (i.e., eating, drinking, tasting, sneezing, coughing, or runny nose; no work with food/utensils).

This item is to be marked "Yes or No" based on the following observations:

- a. Evaluated policy for handling employees with sneezing, coughing, or runny nose.
- b. Evaluated availability and use of employee break area (where employees eat, drink, or smoke).
- c. Evaluated use of hair restraints.

15. Verified no bare hand contact with ready-to-eat foods (or use of a pre-approved, alternative procedure).

This item is to be marked "Yes or No" based on the following observations:

- a. Evaluated operation's policy for handling ready-to-eat foods.
- b. Evaluated employee practices of handling ready-to-eat foods.
- c. Evaluated alternative procedure for bare hand contact if applicable (i.e., review policy, question employees about the use of the policy, and determine proper use of policy).

16. Verified proper use, storage, and labeling of chemicals; sulfites.

This item is to be marked "Yes or No" based on the following observations:

- a. Evaluated proper storage and labeling of chemicals.
- b. Evaluated if chemicals are approved for use in food establishment (include drying agents, veggie/fruit chemical wash, food coloring, sulfite agents, insecticides, and pesticides).
- c. Evaluated proper use of chemicals.

17. Identified food processes and/or procedures that require an HACCP Plan per the jurisdiction's regulations.

This item is to be marked "Yes or No" based on the following observations:

- a. Determined if any process or procedure requires a HACCP plan.
- b. Reviewed the written HACCP policy (as stated in the Food Code §8-201.14).
- c. Evaluated appropriateness, effectiveness, and implementation of the plan.

(D) Immediate corrective action

This item is to be marked "Yes or No" based on the following observations:

- 1. Notified the person in charge/employee(s) of the out of compliance observations.**
- 2. Reviewed corrective actions with the person in charge/employee(s).**
- 3. Observed the person in charge/employee(s) immediately take corrective action for out of compliance observations in accordance with local jurisdiction's procedures.**
 - Candidate has evaluated the person in charge/employee taking corrective action like stirring food to ensure proper temperature or relocate food to prevent contamination; restriction/exclusion of ill employees; discarding of food product.

(E) Good Retail Practices

GRPs are the foundation of a successful food safety management system. GRPs found to be out-of-compliance may give rise to conditions that may lead to foodborne illness (e.g., sewage backing up in the kitchen). To effectively demonstrate knowledge of certain risk factors, the Candidate must also address related GRPs (i.e., when evaluating if food contact surfaces are clean and sanitized, test kits would be part of the assessment of the ware washing process).

The Candidate is being audited on their overall assessment of GRPs using observation and/or questions. This item is to be marked "Yes or No" based on the following observations:

- a. Evaluated the protection of products from contamination by biological, chemical, and physical food safety hazards.
- b. Evaluated control of bacterial growth that can result from temperature abuse during storage.
- c. Evaluated the maintenance of equipment, especially equipment used to maintain product temperatures.

NOTE: Examples of concerns addressed by the basic operation and sanitation programs include the following:

- *Food protection (non-critical)*
- *Pest control*
- *Equipment maintenance*
- *Water*
- *Plumbing*
- *Toilet facilities*
- *Sewage*
- *Garbage and refuse disposal*
- *Physical facilities*
- *Personnel*

(F) Previous Inspection Correct

This item is to be marked "Yes or No" based on verification of corrections for out of compliance observations identified during previous inspection.

(G) Use of Equipment

1. Used temperature measuring devices/probes in accordance with manufacturer's instructions.

This item is to be marked "Yes or No" based on the following observations:

- The Candidate used the correct temperature measuring device for thin and thick foods and the correct methods for measuring the food temperatures.

2. Cleaned and sanitized (alcohol swabs) temperature measurement probes to prevent food contamination.

This item is to be marked "Yes or No" based on the following observations:

- The Candidate cleaned and sanitized the temperature measuring device before and between use by removing physical debris and applying alcohol swab to prevent cross-contamination.

3. Used maximum registering thermometer or heat sensitive tapes in accordance with manufacturer's instructions to verify final rinse dishwasher temperature.

4. Used chemical test strips in accordance with manufacturer's instructions to measure sanitizer concentrations in manual and mechanical dishwashing operations; wiping cloth solutions; and spray bottle applicators.

This item is to be marked "Yes or No" based on the following observations:

- The Candidate properly used the correct test kit for the chemical being used and tested mechanical dishwashing, manual dishwashing, and wiping cloth solutions as applicable.

5. The Candidate used flashlight to assess observations in areas with no or low light.

III Oral Communication

(A) Communication with Person in Charge and Employees

1. Asked open ended questions.

This item is to be marked "Yes or No" based on the following observations:

- The Candidate has asked questions that cannot be answered with a "Yes or No."

2. Did not interrupt when the person in charge/employee was speaking.

This item is to be marked "Yes or No" based on the following observations:

- The Candidate has not interrupted the person in charge or employee when speaking.

3. Paraphrased/summarized statements from the person in charge to confirm understanding.

This item is to be marked "Yes or No" based on the following observations:

- The Candidate has paraphrased or summarized statements from the person in charge to confirm understanding of facility procedures.

(B) Questions and Answers

These items are to be marked "Yes or No" based on the following observations:

- 1. Answered inspection-related questions accurately.**
- 2. Admitted not knowing the answer to a question and arranges to contact the establishment with the answer.**
- 3. Avoid using jargon and acronyms, without explanation.**
- 4. Used interpreter, drawings, demonstrations, or diagrams to overcome language or communication barriers.**
- 5. Checked the person in charge's understanding of information/instructions by asking the operator to paraphrase or demonstrate the information/instructions.**
- 6. Identified challenges faced by the person in charge and offered possible solutions.**
- 7. Did not become argumentative; the Candidate did not argue but remained calm and focus.**

(C) Exit Interview

1. Explained the public health significance of the inspection observations.

This item may be marked "Yes or No" based on the following observation:

- a. The Candidate reviewed all of the evaluation findings with person in charge.
- b. The Candidate related the review findings to foodborne illness risk factors as applicable.

2. Answered all questions or concerns pertaining to items on the inspection report.

This item is marked "Yes or No" based on the following observation:

- The Candidate responded to questions and concerns expressed by the person in charge/employees about the evaluation report appropriately.

NOTE: The opportunity to address questions/concerns is not limited to the exit interview. The opportunity to demonstrate competency "No" may be marked when the person in charge /employees did not express any questions or concerns, and the Candidate provided opportunity for them to do so.

3. Provided contact information to the person in charge for follow up questions or additional guidance.

This item is marked "Yes or No" based on the following:

- The Candidate provided contact information to the person in charge for follow up questions or additional guidance.

NOTE: Contact information may consist of business card, contact information on the report, or other any other form of documentation left with establishment.

IV Professionalism

(A) Professional Appearance

1. Maintained a professional appearance consistent with jurisdiction's policy.

This item is marked "Yes or No" based on the following observation:

- The Candidate maintained a professional level of appearance including cleanliness and use of hair restraints.

(B) Proper Sanitary Practices

1. Washed hands as needed.

This item is to be marked "Yes or No" based on the following observation:

- The Candidate set an example by washing his/her hands at appropriate times and using proper procedures.

2. Protected bandages on hands, when necessary, to prevent contamination of food or food contact surfaces.

This item is to be marked "Yes or No" based on the following observation:

- The Candidate followed food code requirements for protective coverings on hands, e.g. properly covered wound during inspection.

NOTE: The opportunity to demonstrate competency "No" may be marked when the Candidate has no conditions that would require use of protective covering.

3. Did NOT contact ready-to-eat foods with bare hands.

This item is to be marked "Yes or No" based on the following observation:

- The Candidate did not touch ready-to-eat food with bare hands during the inspection.

NOTE: The Candidate may use gloves, utensils, or other means. The opportunity to demonstrate competency "No" may be marked when there are no ready to eat foods in the establishment or no occasion to handle ready to eat food was presented.

4. Did NOT show any obvious signs of illness in accordance with jurisdiction's employee health policy and/or current food code.

This item is marked "Yes or No" based on the following observation:

- The Candidate is not experiencing symptoms of illness.